

9A. Contract Management/Monitoring*

Details on monitoring, enrollments, and performance are provided in length below.

- \$82,082.64 has been identified as disallowed cost this quarter (many of these issues have been corrected)
- Performance outcomes are not being met.
- Enrollments are still behind

The Compliance and Accountability Committee proposes that the Greater Lincoln Workforce Development Board implement the following actions:

A meeting with Equus staff and the City's Fiscal Agent and Compliance Coordinator has been set to re-review the checklist of items needed when submitting bills with a goal towards minimizing future findings. However, it is recommended that this be listed as one of the action steps needed on a (CAP). The December 2020, January 2021 and February 2021 reviews

Prepared by Shirley Carlson, Compliance Coordinator

Financial Reviews: Financial reviews were completed for May 2020 (\$899.64 in Findings), December 2020 (over \$15,436 in Findings), January 2021 (over \$13,449 in Findings) and February 2021 (over \$52,298 in Findings). In addition, Equus responded to the findings and areas of concern from the October 2019, February 2020, March 2020, April 2020, May 2020, July 2020 and August 2020 reviews. Many of the findings in those reports were resolved successfully but there were still areas that became disallowed cost and were or are in the process of being credited back to the appropriate programs. All the PY20 financial reviews requested by the Board have been completed and the current reviews are now occurring with the submission of the monthly billing statements.

A meeting with Equus staff and the City's Fiscal Agent and Compliance Coordinator has been set to re-review the checklist of items needed when submitting bills with a goal towards minimizing future findings. However, it is recommended that this be listed as one of the action steps needed on a Corrective Action Plan (CAP). The December 2020, January 2021 and February 2021 reviews show that findings are increasing rather than decreasing despite the number of reviews that have been done and feedback that has been provided to Equus. Therefore, it is felt that a formal CAP is needed to show what will be done (with time frames) to decrease the findings that are occurring.

Case Files: The issues with participant files, originally identified in November 2020, are still in the process of resolution. Equus hired a Performance Analyst to assist with their internal reviews and to work with staff on making corrections. In addition, their QA staff changed their work hours to have more flexibility in time available to work on files and reports. To date, Equus reports that all active Adult and Dislocated Worker files have been reviewed. However, they have informed us that action is still needed to affect all of the required corrections. They expect these actions to be completed by the end

of April 2021 and will then make the file reviews that they have done available to City staff, including the Compliance Coordinator. This information was shared on 4-12-21. Youth file reviews have not been addressed with City staff. The Equus QA specialist resigned in March and the position has not been filled; assistance has been received through the Equus corporate office to assist in completing the file reviews. Equus states that another result of the reviews has been a significant increase in Adult file closures for those who were either not receiving services or were no longer in need of services (Adults: 43 closures YTD). The procedures currently in place are of a temporary nature. It is recommended that Equus provide a CAP to address how they will address the issues that have arisen on a long-term basis.

Attached are the reviews completed this quarter.

Financial Review Report
Prepared by Shirley Carlson, Compliance Coordinator and Jennifer Eloge
For February 2021 Billing

On April 8, 2021, Jennifer Eloge, Fiscal Agent, and Shirley Carlson, Compliance Coordinator, met virtually to review financial documentation for ledger items submitted for the February 2021 WIOA billing by Equus. During the review, it was found that additional information is needed to avoid disallowed cost. It is requested that Equus provide any additional information no later than May 15, 2021. If information is not received within that time frame that supports removing the cost or allowing for more time to provide documentation, then the cost will be disallowed and appropriate correction to the ledger entries will be needed.

Findings:

Finding #1: [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 1-25-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #2: Adult [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 1-25-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #3: AD [REDACTED] has a support service for LES in February 2021. Budget documentation is from September 2020 stating she was attending OST. The activity list provided shows both OSTs as closed prior to February 2021; one was system closed on 10-19-2020 and the other voided on 9-29-20 (neither has an actual begin date but case notes indicate that the participant did attend Custom Diesel). The only active service is 125 Job Search and Placement Assistance with a begin date of 1-11-21 and projected end date of 2-15-21; the activity still shows as open on 4-5-21. However the case note for 4-1-21 shows that the file is to be exited. Support service opened on 2-8-21 is for "other" and so not sure if this is for the NRP rather than utility assistance. Verified job search assistance documented on 2-9-21 & 2-26-21. Additional documentation is needed to support this payment of \$222.69.

Finding #4: AD [REDACTED] has a support service for mileage reimbursement of \$366.10 for attending Custom Diesel in Omaha from 10-19-20 through 11-13-20; certificate from the school is dated 11-30-20. The activity list provided shows both OSTs as closed prior to February 2021; one was system closed on 10-19-2020 and the other voided on 9-29-20 (neither has an actual begin date but case notes indicate that the participant did attend Custom Diesel and there is a statement from them showing attendance for the dates concerned). It appears a correction of record (COR) was submitted but no change has occurred with the activities in NEworks. Without showing an active service, approved COR for this time frame, and documentation on why mileage was allowed outside of the time frame on the Service Authorization and school schedule (11-16-20 through 11-24-20), this amount will become a disallowed cost.

Finding #5: AD [REDACTED] has a bill of \$661.00 for glasses, sunglasses and contact lens but there was not open activity at the time to support the purchase. Date of service on the invoice is 12-07-20. Client signed as receiving the optical wear as of 12-24-20. Supportive Service activity for medical was opened on 12-30-20 and closed on 2-11-21. These dates are not supportive of the activity. Without additional documentation, this will become a disallowed cost.

Finding #6: AD [REDACTED] for tuition and fees at NE Health Care Learning Center was done on a Service Authorization rather than an ITA voucher for \$313.94. An ITA funding agreement was completed and the activity is listed as 300 OST and Med Aide is on the ETPL. Documentation provided for the activity does not show an actual begin date. Auto receipt shows the class was paid for as of 2-1-21 but class was not to start until 4-15-21. No documentation showing that the participant actually started class. Without appropriate supporting documentation, this will become a disallowed cost.

Finding #7: AD [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 2-8-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #8: AD [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 1-25-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #9: AD [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 2-8-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #10: AD [REDACTED] submitted for mileage reimbursement for \$191.20, \$239.00, and \$71.70. Documentation for activities shows that activity 181 SS Transportation and 300 OST do not have actual begin dates and there is no other confirmation showing that the participant is actually attending school to verify the mileage used. Without other supporting documentation, this will be a disallowed cost.

Finding #11: Adult [REDACTED] supportive service for welding equipment for \$554.34 has nothing showing what items are required for the class. There is an email from the school showing where to buy items, but

nothing showing it is needed. Without supporting documentation, the cost \$554.34 will be a disallowed cost.

Finding #12: Adult [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #13: AD [REDACTED] has a LES bill for \$216. Instead of a full budget being provided, an “Overall Budget Summary” was given. This does not show what is included in the amounts and there are no comments helping to explain negative balances. Especially considering problems with budgets in the past, we are concerned with the limited information this summary provides. In addition, the 184 Support Service—Housing activity, 185 Support Service Other, and the 300 OST activity on the list provided, do not show actual begin dates. Projected begin dates for the support services are prior to the OST projected begin date. Also, there is no documentation on how the participant will be able to handle this bill in the future. Without additional supporting documentation, this will become a disallowed cost.

Finding #14: AD [REDACTED] has a rent assistance bill for \$690 for the March rent rather than the February rent when the bill is being paid. Instead of a full budget being provided, an “Overall Budget Summary” was given. This does not show what is included in the amounts and there are no comments helping to explain negative balances. Especially considering problems with budgets in the past, we are concerned with the limited information this summary provides. In addition, the 184 Support Service—Housing activity, 185 Support Service Other, and the 300 OST activity on the list provided, do not show actual begin dates. Projected begin dates for the support services are prior to the OST projected begin date. Also, there is no documentation on how the participant will be able to handle this bill in the future. Without additional supporting documentation, this will become a disallowed cost.

Finding #15: DW [REDACTED] has a rent assistance bill for \$1,030 for the March rent rather than the February rent when the bill is being paid. Instead of a full budget being provided, an “Overall Budget Summary” was given. This does not show what is included in the amounts and there are no comments helping to explain negative balances. Especially considering problems with budgets in the past, we are concerned with the limited information this summary provides. Also, there is no documentation on how the participant will be able to handle this bill in the future. Without additional supporting documentation, this will become a disallowed cost.

Finding #16: AD [REDACTED] for auto repairs does not have a customer signature on the billing notice submitted to show that the work was done; no other receipt type documentation was found. Instead of a full budget being provided, an “Overall Budget Summary” was given. This does not show what is included in the amounts and there are no comments helping to explain negative balances. Without additional documentation, the amount of \$2,467.60 will become a disallowed cost.

Finding #17: OSY [REDACTED] for ITA Heartland Dental program for \$4000.00 was paid before supposed class start date of 04/2021 (no specific date). Also, many of the application documents are not filled in. No activity list was provided. Please provide information that member started in February. Without supporting documentation, the cost of training (\$4000) will be a disallowed cost.

Finding #18: OSY [REDACTED] has a Support Service paid of \$391.34, but only \$320.30 was signed for by the participant. Without supporting documentation of receipt for the remaining amount, the cost of \$71.04 will be a disallowed cost.

Finding #19: OSY [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #20: No worksite agreements were provided for Adults [REDACTED] and [REDACTED]. Without this documentation, the time sheet information cannot be verified and the funds expended would become disallowed costs.

Areas of Concern:

AOC #1: The Mileage Reimbursement Pre-Authorization Form rounds the projected total daily miles to the nearest whole number. This results in either a lower projected cost or a higher one depending on the rounding. It is recommended that, to avoid disallowed costs for going over on mileage reimbursement, the form be modified to account for the actual mileage to be reimbursed.

AOC #2: The Service Authorization for AD Sadat has the funded activity of 181. However, in checking NEworks, there is no 181 activity that is listed. Please be sure to get that activity opened and appropriately closed.

AOC #3: For Supportive Services for housing and utilities, staff should be working with the participants on how they will be able to meet those expenses in the future. This documentation was not found in the majority of the documentation for those types of payments. The Service Provider needs to ensure that this is documented in case notes and provide verification of this for all future reviews in order to avoid disallowed costs. Also, there are no proof of payment for these supportive services.

AOC #4: Questions for follow up on back up information. Please explain what is Splashtop remote and purpose? Please remember that proof of payment is needed on both corporate and local items. Please, if using ledger to prove payment, include a statement like: I (insert name) confirm these items/services where paid and received. (date). What is deep freeze software? What is purpose of footrest? These may be a finding but need more information.

AOC #5: Because of the new system of rounding on the time sheet hours, Adult WEX Austin went over his 8 hours on one day (8.33 hours). Please consider going back to rounding to the quarter hour or watching the time more closely so that participants do not exceed their hours of work.

Financial Review Report
Prepared by Shirley Carlson, Compliance Coordinator and
Jennifer Eloge, Fiscal Agent
For January 2021 Billing

On March 29, 2021, Jennifer Eloge, Fiscal Agent, and Shirley Carlson, Compliance Coordinator, met to review financial documentation for ledger items submitted for the January 2021 WIOA billing by Equus. During the review, it was found that additional information is needed to avoid disallowed cost. It is requested that Equus provide any additional information no later than April 13, 2021. If information is not received within that time frame that supports removing the cost or allowing for more time to provide documentation, then the cost will be disallowed and appropriate correction to the ledger entries will be needed.

Findings:

Finding #1: Adult [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 1-11-21. Without supporting documentation, the cost of training (\$5,660.50) will be a disallowed cost.

Finding #2: Adult [REDACTED] does not have an actual begin date on the documentation provided for his class at SCC and there is no documentation showing that he did start training. His class was to be held on 12-05-21. There is also no confirmation on payment or signature for receipt of a book. Without supporting documentation, the cost of training (\$106.78) will be a disallowed cost.

Finding #3: DW [REDACTED] had \$192.23 paid for support services for utilities. The overview of the account shows that amount due but the bill submitted is for just \$85.05. It appears the wrong bill was submitted as the one for \$85.05 states only December on it. Without appropriate documentation, this will become a disallowed cost.

Finding #4: ISY [REDACTED] has a case note that a voucher was submitted on 7-24-2020 for the \$200 incentive for this participant's LPN license. This billing also identifies the incentive is for licensing as a LPN that was effective 11-2-20. Additional documentation is needed to support that a previous incentive was not already received.

Finding #5: OSY [REDACTED] for supportive services for supplies, does not show a class schedule or other documentation confirming that she is actually taking the class for which the items are needed. Without additional documentation, the cost of \$139.43 would be disallowed.

Finding #6: OSY [REDACTED] does not have an actual begin date for his OST at JTL on the documentation provided and there is no documentation showing that he did start training. His class was due to start 1-11-21. Without supporting documentation, the cost of training (\$5660.50) will be a disallowed cost.

Finding #7: OSY [REDACTED] was authorized parking passes for work experience at the AJC; however, NEworks work experience activity submitted does not have an "actual begin date" to confirm when

passes could be authorized. If this is not corrected and supporting documentation provided, the \$12.50 would be a disallowed cost.

Finding #8: AD [REDACTED] has time sheets submitted for his OJT but no copy of the Worksite Agreement to show time frames and hours allowed. Without this additional documentation, the payment of \$1,620 would be a disallowed cost.

Finding #9: OSY [REDACTED] has time sheets submitted for his WEx but no copy of the Worksite Agreement to show time frames and hours allowed. Without this additional documentation, the payment of \$80 would be a disallowed cost.

Finding #10: AD [REDACTED] has no driver's license; documentation provided is just a state ID card. However, the billing submitted of \$24.20 is for mileage reimbursement. Documentation shows he is using someone else's vehicle but not that someone else is driving for him. Without documentation of a valid driver's license for this time frame, the mileage reimbursement will be a disallowed cost.

Areas of Concern:

AOC #1: The Mileage Reimbursement Pre-Authorization Form rounds the projected total daily miles to the nearest whole number. This results in either a lower projected cost or a higher one depending on the rounding. It is recommended that, to avoid disallowed costs for going over on mileage reimbursement, the form be modified to account for the actual mileage to be reimbursed.

AOC #2: The Service Authorizations have a block for an expiration date. For two of the support services for Paugels, this block was not filled in. The Service Provider is reminded that all forms need to be completed fully and accurately. In both cases the purchases were timely so this is not a finding. However, continued failure to provide this information on the form could result in a finding in the future.

AOC #3: For Supportive Services for housing and utilities, staff should be working with the participants on how they will be able to meet those expenses in the future. This documentation was not found in the majority of the documentation for those types of payments. The Service Provider needs to ensure that this is

documented in case notes and provide verification of this for all future reviews in order to avoid disallowed costs. In addition, there should be proof of payment for these supportive services.

AOC #4: Noted that Equus changed from rounding to quarter hours for time sheets to now using minute calculations to the decimal. When changes like this are established, it would be helpful to notify the Fiscal Agent.

AOC #5: Consistency in the use of forms is important to ensure that all of the correct information is provided. In the case of AD [REDACTED], even though the WEx did not start until mid-January 2021, an old time sheet is being used instead of the current bi-weekly form. Please ensure that all staff are using the current forms.

Financial Review Report for May 2020 Billing
Prepared by Jennifer Eloge, Fiscal Agent and Shirley Carlson, Compliance Coordinator
March 23, 2021

On March 23, 2021, Jennifer Eloge, Fiscal Agent, and Shirley Carlson, Compliance Coordinator, met virtually to review financial documentation for ledger items submitted for the May 2020 WIOA billing for the Adult, Dislocated Worker (DW), and Youth programs and WIOA staff personnel costs from Equus (formerly ResCare Workforce Services).

There were several findings and areas of concern that arose from this review. They are identified below. Equus is required to respond on or before April 7, 2021 to the findings and areas of concern with additional documentation and/or a plan of action where required. If information is not received within that time frame that supports removing a questioned cost or allowing for more time in which to provide documentation, then the cost may be disallowed and appropriate correction(s) to the ledger entries and invoice bill will be needed.

Findings and Potential Disallowed Cost:

Finding #1: Adult [REDACTED] has three mileage reimbursement for \$87.50 for a total of \$262.50. There is no budget or proof that the individual has SNAP. If supporting documentation is not provided, this will result in disallowed costs.

Finding #2: ISY [REDACTED] was submitted for \$545 for CNA and books. There is no proof of dates of class or class schedule. In addition, the support service agreement is for 2020, while budget was for 2019. This was opened as a 430 Occupation Skills activity, however, there is no approved Board contract with this training provider and no evidence of partner training. If supporting documentation is not provided, this will result in disallowed costs.

Finding #3: [REDACTED] has a bill for car repair of \$72.38 to replace a tire. There is no explanation on why the tire was replaced to show it was a repair vs. preventative. If supporting documentation is not provided, this will result in disallowed costs.

Finding #4: [REDACTED] has a bill for automotive \$354.64. There are not two estimates, a COA, proof of need, documentation on his driver's license, car registration, etc. As well as the situation not being documented in the case notes on these repairs.

Areas of Concern:

Area of Concern #1: In reviewing the projected budgets submitted in support of need for supportive services and other costs, it was noted that the majority were not completed properly. This included errors such as not totaling either the income or expenses and not transferring the appropriate information in order to obtain a net amount, not entering all appropriate information, not completing the comments block, etc. It is again recommended that training be held with career planners in order

that they can review the budget document competently and assist their participants better in developing and understanding budgets.

Area of Concern #2: It was noted that there were several times that an invoice was provided for payment instead of a receipt. The invoice must show how it was paid and a zero-dollar amount proving payments. This could be a write up on a federal audit. Please be aware of this issue.

Update on Recommendations

Recommendation #1

The workforce board requests that Equus Workforce Solutions make a reduction in staff for the Youth Program. – **this has been completed**

Recommendation #2

The workforce board requires that Equus Workforce Solutions provide written justification and actions that have been or will be taken to make the quality assurance coordinator and business services representative accountable. – **both positions have resigned. Equus has also provided acceptable steps to be taken to ensure success for both positions. A business service representative has been hired. No plans are in place to hire another quality assurance position.**

Recommendation #3

Effective January 30, 2021, the workforce board will only fund short-term training for the remainder of the program year, which ends June 30, 2021. All individual training accounts (ITA's) signed before January 30 will be honored. This will increase the quality of enrollments and ensure we enter the next PY with a small caseload that we can manage. This could also improve outcomes—jobs customers obtain in the short term would count towards this year's performance. – **this has been implemented**

Recommendation #4

Additionally, the workforce board requires that a total file review be completed, and a written summary of actions taken be submitted. – **this is still underway and should be completed at the end of April 2021.**

PY20 Q2 Performance Outcomes

Report Period Quarter End: 12/31/2020		Current Quarter		4 Quarters	
Adult Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment Rate (Q2)	79.0%	75.0%	94.9%	72.1%	91.3%
2. Employment Rate (Q4)	79.0%	28.6%	36.2%	65.7%	83.2%
3. Median Earnings	\$7,749	\$ 7,692.00	99.3%	\$ 7,628.00	98.4%
4. Credential Rate	77.0%	100.0%	129.9%	91.7%	119.1%
5. Measurable Skill Gains	42.0%	38.3%	91.2%	50.0%	119.0%
Aggregate Score			90.1%		98.0%
Dislocated Worker Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment Rate (Q2)	89.0%	90.9%	n/a	81.0%	91.0%
2. Employment Rate (Q4)	92.0%	80.0%	87.0%	85.7%	93.2%
3. Median Earnings	\$8,590	\$ 8,416.00	n/a	\$ 8,343.00	97.1%
4. Credential Rate	66.0%	75.0%	113.6%	72.7%	110.2%
5. Measurable Skill Gains	55.0%	22.2%	40.4%	38.5%	70.0%
Aggregate Score			100.3%		97.9%
Youth Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment, Education or Training Placement Rate (Q2)	79.0%	63.6%	80.5%	68.8%	87.1%
2. Employment, Education or Training Placement Rate (Q4)	78.0%	50.0%	64.1%	73.9%	94.7%
3. Median Earnings	\$3,550	\$ 5,200.00	146.5%	\$ 3,649.00	102.8%
4. Credential Rate	55.0%	100.0%	181.8%	54.5%	99.1%
5. Measurable Skill Gains	50.0%	17.6%	35.2%	41.2%	82.4%
Aggregate Score			118.2%		95.9%

*Number in yellow are not acceptable.

** PY20 Q3 outcomes will be available in May

Enrollments & Exits

Total enrollments for the program year are at 107

70 Adult + Carry in 56 = 126 (115 Goal)

15 DW + Carry in 19 = 34 (105 Goal)

22 Youth + Carry In 43 = 65 (135 Goal)

March 2021

5 Adult

0 DW

3 Youth

Exited this program year total amount is 69

Adult 38

DW 10

Youth 25

(4 co-enrolled so when adding the numbers up you will get 73)

NEworks IFT

Working with Fiscal Agent and one Career Planner to work, set up budgets and add vouchers in NEworks. After that, we will be able to add payments and run reports based on those budgets, payments and vouchers.

9B. Dislocated Worker Transfer*

Background: In accordance with Section 133(b)(4) of the Workforce Innovation and Opportunity Act, the workforce board may transfer, if such transfer is approved by the Governor, up to and including 100 percent of the funds allocated to the local area under the Adult or Dislocated Worker programs, between such programs.

➡ **It is proposed that the workforce board transfer \$100,000 of Dislocated Worker funds to the Adult program funds.**

9C. MOU/Annual Funding Agreements*

Background: Our current MOU's will expire on June 30, 2021. The MOU's outline how service are delivered in our local area.

On February 22, 2021 all partners were asked if there were any edits that needed to be made to their current MOU's. On March 25, 2021, having received no edits, MOU's for July 1, 2021- June 30, 2024 were sent to all partners for signature. Partners were asked to return MOU's by April 28, 2021 and if they could not make that deadline to let us know what could be anticipated. Here is where we are with the MOU's:

Executed

Community Action Partnership of Lancaster and Saunders Counties

National Able Network

Nebraska Commission for the Blind and Visually Impaired

Nebraska VR

Proteus

Ponca Tribe of Nebraska

Unsunged

Lincoln Housing Authority – May
 Nebraska Department of Labor
 Southeast Community College
 Nebraska Department of Education/ Adult Education
 Nebraska Department of Health & Human Services

The Annual Funding Agreements (AFA) are attachment B to the MOU which includes infrastructure costs and additional/career services costs. These combined costs make up the one-stop operating budget. The AFA is negotiated separately and executed on an annual basis.

One-Stop Operating Budget for Program Year 2021

A budget for Program Year 2021 has been created to reflect these costs.

Proposed Budget for July 1, 2021 through June 30, 2022

Lease cost for public common space-SCC Lease with City of Lincoln

Lease rate of \$13.77/SF for 07-01-2021 through 06-30-2022 paid by City of Lincoln
 Front desk, Resource Room and two conference rooms equal 1203.97 SF
 Add Training/Meeting room in office suite at 255.04 SF
 One cubicle space in office suite converted to assistive technology station at 104.2 SF

Total Public Space is 1563.21 SF	\$2,1525.00
Interpretation	\$2,300.00
Office Supplies	\$2,400.00
Telecommunications for 3 employees	\$1,650.00
Laptops/ desktops upkeep	\$6,600.00
Replacement of Laptops/desktop	\$11,000.00
SUBTOTAL	\$45,475.00

Career Services & System Costs

Resource Room Staff	\$43,000.00
TWO FTE Navigator/Training Engagement Specialist	
SUBTOTAL	\$43,000.00
TOTAL	\$88,475.00

This budget is funded by the workforce partners.

The workforce partner's proportionate share of funding has historically been calculated on customers served in the workforce development area (Lancaster and Saunders Counties) including services provided in the Lincoln American Job Center and all other service delivery access points.

All workforce partners, whether they are required partners or additional partners, must contribute to infrastructure costs of the one-stop centers based on proportionate use and relative benefits received.

The below memo was sent to all workforce partners:

memo

To: **Commissioner Albin**, NDOL; **Brad Pierce**, NDOL; **Lindy Foley**, Nebraska VR; **Tate Lauer**, NDE; **Carlos Servan**, NCBVI; **Joel Michaelis**, SCC; **Kristen Knobbe**, National Able; **Shannon Grotrian**, DHHS; **Vi See**, Community Action; **Susan Tatum**, LHA, & **Jennifer Lewis**, Proteus

From: Dylan Wren, Workforce Administrator

CC: **Margaret Blatchford**, City Attorney; **Tim Bornemeier**, Board Chair; **Shirley Carlson**, Compliance Coordinator; **Kate Bolz**, Policy Aide - Mayor's Office; **Jen Eloge**, Fiscal Agent; **Wendy Sieler**, Program Coordinator; **Jessica Bergmann**, Board Member; **Connie Daly**, Board Member; **Dr. Illich**, Board Member, **Josh Redfield**, Board Member, & **Stephanie Prichard-Slobotski**, Ponca Tribe

Date: April 13, 2021

Re: **Funding Agreements – Calculating Proportionate Use and Benefit**

Our current methodology for the annual funding agreement doesn't fairly calculate proportionate use and relative benefits received among partners.

This memo is intended provide an alternative to our current methodology.

Proposed Calculation for Proportionate Use and Benefit

To correct discrepancies with the current agreement for program year 2021, proportionate use and benefit may be based on:

(1) Customers served in the resource room

The number of customers served in the American Job Center resource room is reportable though the NEworks Virtual One Stop (VOS) Greeter. This is an automated check-in system designed to greet customers as they walk into the American Job Center. There are series of questions built into the VOS Greeter to connect customers to specific programs. See Attachment: *NEworks VOS Greeter by Visit Reason Report (4/9/2020 to 4/8/2021)* for draft calculations.

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(2) Referrals sent from the American Job Center

The number of referrals sent from the center to partner programs is reportable though NEworks and other sources. Referrals may also be reported via the AJC website in the future. The One Stop Operator will be responsible for collecting and reporting out referrals. Partners should provide specific qualifiers to the One Stop Operator for facilitating quality referrals. We are unable to provide draft calculations for referrals as NEworks Referral reports are currently down.



(3) Service Delivery Method (additional charge – all partners must select an option)

The required one-stop partners must provide access to their programs in the comprehensive American Job Center. These partners must also make available their program's applicable career services at the comprehensive American Job Center (TEGL 17-16).

These services can be delivered in one of three ways (TEGL 16-16):

Option 1. Having a program staff member physically present at the American Job Center. In this situation partners either have a sublease with the City of Lincoln or with Southeast Community College for space in the American Job Center and have a staff person present for most of the time.

The following partners would currently be eligible for this option if staff are readily available:

- Nebraska Department of Labor
 - Unemployment Insurance Benefits
 - Employment Services
 - Veterans Services
 - TRADE
 - Trade & Economic Transition
- City of Lincoln
 - Adult Program (provided by Equus)
 - Dislocated Worker Program (provided by Equus)
 - Youth Program (provided by Equus)
- Nebraska VR
- Nebraska Department of Health and Human Services
 - TANF Employment First (provided by Equus)
- Nebraska Department of Education
 - Adult Education (provided by Southeast Community College)
- Southeast Community College
 - Carl Perkins

Option 2. Having a staff member from a different partner program physically present at the American Job Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs. In this situation partners can either establish an agreement with a partner that is co-located to deliver services on their behalf, or the resource room navigator can provide services. In both situations staff must have adequate training and written operational guidance must be established with the One Stop Operator. For partners that choose to utilize the resource room navigators as their representative, \$110 a month will be incorporated into their annual funding agreement. This amount will be deducted straight from the career services budget before the cost sharing is calculated.

Option 3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a “direct linkage”. Partners may consider keeping virtual office hours at the American Job Center or sublease dedicated space in the resource room for a kiosk or phone station with a direct line.

Reconciliation

The one-stop operating budget will be reconciled against actual costs incurred every six months. Partners will be invoiced for their proportionate use and benefit at these times.

Annually, the workforce board will approve a working one-stop budget and proportionate use and benefit calculations will be updated for each partner during this same time.

Establishing a Baseline for Proportionate use and Benefit

Each partner’s proportionate use and benefit will be based on the number of referrals sent from the American Job Center and customers served in the American Job Center resource room for a 12-month period. Additionally, based on the partners choice for their service delivery model there will be other expenses which will vary based on their choice and may or may not be included in the annual funding agreement.

Example Cost Sharing

See attachment: *Attachment B Draft 4-8-2021* to examine how costs may be calculated and distributed among partners. Note the referral numbers are not correct. This spreadsheet is for the purpose of understanding how cost might be dispersed. This is not intended to estimate on how much each partner will contribute as there are still numbers that need to be imputed into this calculation.

Next Steps

April 23, 2021 - All partners are encouraged to attend the partner’s meeting on April 23, 2021 at 10:00 via Zoom to discuss the annual funding agreement. A calendar invite has been sent to you. If you are not able to attend or send a representative, please submit comments in writing at least 2 days prior to the meeting so that they may be considered during the meeting.

April 29, 2021 – The workforce board is scheduled to review and approve the one stop operating budget for PY21 (July 1, 2021 – to June 30, 2022). When the American Job Center is relocated the budget will be revised.

Additionally, the workforce board intends to have reached a consensus on the methodology to fund infrastructure and career services & system cost.

May 13, 2021 – Release board-approved annual funding agreements to partners and collect signatures.

June 3, 2021 – If unable to establish a consensus, the Administrative Entity will notify Nebraska Department of Labor of impasse and request technical assistance¹.

July 1, 2021 – Memorandums of understanding and annual funding agreements will be fully executed.

¹ NDOL Policy: Memorandums of Understanding and Funding Agreements, Change 1

➔ It is proposed that the Greater Lincoln Workforce Development Board approve the above budget, methodology, and reconciliation schedule for program year 2021 annual funding agreements.

9D. Extension: Needs Related Payments*

Background: On April 17, 2020, due to current economic conditions, the Board has decided to incorporate Needs Related Payments (NRPs) into the Supportive Service options for the current WIOA Program Year only. This provision will expire on June 30, 2021.

Payments July 2020 - March 2021

Month Paid	Program	Amount
August 2020	Adult	\$ 850.00
January 2021	Adult	\$ 850.00
January 2021	Adult	\$ 850.00
February 2021	Adult	\$ 809.38
March 2021	Adult	\$ 850.00
March 2021	Adult	\$ 850.00
		<hr/>
		\$ 5,059.38
January 2021	DW	\$ 628.96
February 2021	OSY	\$ 850.00
		<hr/>
		<u>\$ 6,538.34</u>

➔ It is proposed that the Greater Lincoln Workforce Development Board extend the provision of Needs Related Payments for Program Year 2021.